

1 So what I can do is I can send you a letter of agency.
2 This would allow us to carry the traffic in the interim
3 period until they can come in and pick it up.

4 I want you to attach an addendum on your company
5 letterhead stating the company that you're switching for and
6 it is only for a short period of time, and then on the form
7 itself it's our standard letter of agency, I want you to put
8 see attached addendum.

9 MARY LARGENT: Okay.

10 MARSHA GIBBS: Then this way the call is monitored
11 in its entirety. So, I actually have to confirm with you on
12 the line that I received it from you.

13 MARY LARGENT: Okay.

14 MARSHA GIBBS: And we'll keep it going until they
15 can come in and pick it up. If it's today, because it could
16 possibly be end of business day today, you're fine. If it
17 takes them maybe a day or a couple days, then you know
18 you're covered.

19 MARY LARGENT: Okay.

20 MARSHA GIBBS: It's coming to you right now. If
21 you can grab your company letterhead, Mary, I'll tell you
22 exactly what you need to put on it and you have to state the
23 company, too.

24 MARY LARGENT: Hold on.

25 FEMALE VOICE: Worldwide --

1 MARSHA GIBBS: "inaudible" speak to Ron, please.

2 FEMALE VOICE: Hold, please.

3 MARSHA GIBBS: Thank you.

4 RON: This is Ron. May I help you?

5 MARSHA GIBBS: Hi, Ron. This is Marsha Gibbs. I
6 talked to you earlier in the week from Ivantage
7 Communications.

8 RON: Yes.

9 MARSHA GIBBS: I have to let you know calls are
10 monitored and recorded for quality assurance purposes. I
11 never did receive that letter of cancellation from you. The
12 lines are still up and running at this point. Last call
13 dates are yesterday and today.

14 The one thing that I wanted to tell you is that
15 misapplied credit that you were concerned about, it's
16 already been applied to that account. So, that was
17 straightened out.

18 RON: Okay.

19 MARSHA GIBBS: So in essence, it's a \$400 credit.
20 So, you're going to see it also that invoice -- I'm trying
21 to check to see if that's going to wipe out your final.
22 Yes, it wiped out all of the current long distance charges.
23 It was 491.97.

24 RON: Okay.

25 MARSHA GIBBS: Yes. So they found it and so it's

1 been applied to the account. Now, what do you want us to
2 do? Because these people that you switched to have not even
3 requested the service yet. We don't even have a request
4 from them. Everything is still PIC'd here to us. So once
5 again, you know I know that the last time you told me to go
6 ahead and just cancel them, and then I didn't receive a
7 cancel letter from you. I assume that's what we're still
8 doing?

9 RON: Yes, please.

10 MARSHA GIBBS: Okay. So, can you please go ahead
11 and send that over to me? And then if I were you -- did you
12 call them already and see if they're ready and prepared to
13 pick it up, because if they haven't requested it yet, how
14 are they going to be able to pick it up?

15 RON: "inaudible"

16 MARSHA GIBBS: They're just going to be --

17 RON: -- they were, but I will call again and find
18 out.

19 MARSHA GIBBS: They're going to be sitting there,
20 Ron, just canceled period, and then their 800 number --
21 eight zero zero prefixes and the national XMS is going to
22 pick them up and reissue them, if they're just sitting
23 there, because there's people waiting to get 800 numbers.
24 So the thing of it is, is that you know I would get on their
25 case and ask them, because when we shut it down, it's going

1 to be gone completely.

2 RON: I don't want my 800 numbers erased. I just
3 want --

4 MARSHA GIBBS: That's what's going to happen.
5 That's what I was trying to tell you the last time I talked
6 to you. They shouldn't have requested the services yet.
7 So, you're still technically physically still here with us
8 completely, even though mentally we know you've been out the
9 door. You already signed the letter of authorization with
10 this other company.

11 For whatever reason, they're not bothering to even
12 request it from us, and with our company, we're not a
13 contractual company, we don't have contracts, terms, plans.
14 You know so basically as soon we get a disconnect we
15 basically have to honor it, because we can't keep anybody
16 here.

17 So what's going to happen is, today when I go
18 ahead and I shut them off -- that's why I asked you for a
19 letter of cancel, because normally people don't cancel 800
20 numbers. You know because they're revenue generating
21 numbers.

22 You know it's going to happen regardless of this
23 fact, but I just wanted to have that on file from you,
24 because that is a detriment. What's going to happen is,
25 they're going to pick them up and reissue them, because

1 they'll be sitting there dormant. This should be where you
2 transition from one company to another smoothly.

3 RON: Well, I don't understand why it's not. I
4 mean they've been asked -- they've asked twice, and they
5 haven't been --

6 MARSHA GIBBS: They have not requested anything.
7 You don't have a balance.

8 RON: I --

9 MARSHA GIBBS: You don't have contracts or term
10 plans.

11 RON: "inaudible" balance that was supposedly --

12 MARSHA GIBBS: No. Because you didn't. You know
13 when they were -- if they -- let me tell you something, Ron.
14 They have not even requested it from us yet, and if you did
15 have one, it still wouldn't make a difference, because we
16 cannot hold you here.

17 Our company policy on every form that you've ever
18 signed with us states very clearly at any time during any
19 moment you're not 100 percent satisfied, we have to pay and
20 coordinate your switch. There's no way around it.

21 So you know with them not even picking it up and
22 requesting it yet, they're going to be sitting there and
23 it's -- they're going to pick it back up again or possibly
24 reissue it. Then you're going to be waiting to get another
25 a new number issued from this company.

1 I don't know if you have this on your letterhead.

2 It's just not worth you taking the risk, when we could
3 basically carry the traffic for you, with the letter of
4 authorization I told you about. You can attach an addendum
5 that you're going to this other company, and then when they
6 come in and they finally pick you up, you won't lose your
7 numbers. But, that's up to you.

8 RON: I don't want to lose the numbers.

9 MARSHA GIBBS: Yes, see you don't want to --

10 RON: "inaudible" get this thing transferred.

11 MARSHA GIBBS: Well, as soon as they come in --

12 RON: "inaudible"

13 MARSHA GIBBS: As soon -- I'm sorry. I'm going to
14 cough in your ear. As soon as they come in and they
15 physically pick the lines from us, your ties will be severed
16 from us completely, but at least this way, whether it takes
17 them another day, two days, week, hypothetically speaking
18 because I don't know what their time line is, you won't have
19 to worry about your service being shut down or losing your
20 numbers.

21 RON: Okay.

22 MARSHA GIBBS: Then when they pick it up, it'll be
23 gone anyway. So, you -- what you should do is grab your
24 company letterhead, because we have to have resolution on
25 the call once we make the call, and I held this because I

1 wanted to talk to you because I didn't get your letter of
2 cancellation. So I'm going to tell you what to put.

3 RON: I've got two company names. What do you
4 have us listed as? As Team Air Express or as Chapman
5 Enterprises?

6 MARSHA GIBBS: Chapman Enterprises. Let me ask
7 you something: When they're sending in to have those lines
8 picked "inaudible" or whatever, are they even sending it in
9 under the right name?

10 RON: I don't -- I have no idea.

11 MARSHA GIBBS: You need to check with them,
12 because -- and another thing I want to tell you is on your
13 billing name here with us, it's Chapman Enterprises. On the
14 physical, it's Chapman Enterprises, Inc.. Did you know
15 that?

16 RON: Chapman Enterprises, Inc..

17 MARSHA GIBBS: Uh-huh.

18 RON: Okay. That's the legal name.

19 MARSHA GIBBS: That's how we have it listed. So,
20 their paperwork has to match ours exactly. They haven't
21 requested it yet, but when you talk to them, and they'll
22 know that you know what you're talking about, and probably
23 they need to, because then maybe they'll do this more
24 expediently, tell them that the physical and the billing
25 need to match with our exactly. Even if ours is wrong, they

1 still have to match up, because --

2 RON: Chapman Enterprises, Inc..

3 MARSHA GIBBS: Yes. The physical.

4 RON: Okay.

5 MARSHA GIBBS: The billing name is just Chapman
6 Enterprises. The physical name is Chapman Enterprises,
7 Inc..

8 RON: Which one do they have to match?

9 MARSHA GIBBS: Both of them, and they have to do
10 it exactly like that. When they go to request, it's going
11 to be two places on their sheet. They need to list the
12 physical and the billing exactly the way that we have it,
13 because the national XMS is an outside entity from
14 everybody.

15 They're in charge of the 800 numbers, and because
16 they're using revenue generating numbers, because they're
17 always outbound people are calling in, that's where they
18 make sure that all the information matches. If it's a
19 misname mismatch, they're not going to release it.

20 RON: All right. So, the billing's Chapman
21 Enterprises and physical is Chapman Enterprises, Inc.?

22 MARSHA GIBBS: Uh-huh.

23 RON: Okay.

24 MARSHA GIBBS: I don't even have that other
25 company. So hopefully they're not even requesting it under

1 the other company for these numbers, because if they are, it
2 will be rejected completely.

3 RON: "inaudible"

4 MARSHA GIBBS: Because we don't have the right
5 billing name.

6 RON: I do business as Team Air, Team Worldwide
7 Columbus Air Delivery, but I don't use --

8 MARSHA GIBBS: You don't use them?

9 RON: I don't use those names to pay my local
10 bills.

11 MARSHA GIBBS: Okay.

12 RON: Those are --

13 MARSHA GIBBS: Well, make sure that they have that
14 information right, and write this down. They need to resend
15 the line.

16 RON: I'm sorry?

17 MARSHA GIBBS: They need to -- I'm giving you
18 some --

19 RON: Okay.

20 MARSHA GIBBS: To tell them what to do. They need
21 to resend the lines and that's with a D on the end. Resend.

22 RON: Resend the lines.

23 MARSHA GIBBS: Uh-huh. They need to request rest
24 borg.

25 RON: And request?

1 MARSHA GIBBS: Rest borg.
2 RON: R-E-S-T?
3 MARSHA GIBBS: Uh-huh. Then it's -- no, it's not
4 T. It's a G on the end. Rest borg.
5 RON: Rest?
6 MARSHA GIBBS: Borg, B-O-R-G.
7 RON: Request rest borg.
8 FEMALE VOICE: Marsha?
9 MARSHA GIBBS: Uh-huh?
10 FEMALE VOICE: I have Christine with the National
11 Time.
12 MARSHA GIBBS: Yes, I want to talk to her.
13 FEMALE VOICE: "inaudible"
14 MARSHA GIBBS: Okay. Christine?
15 CHRISTINE: Yes.
16 MARSHA GIBBS: Hello, how are you?
17 CHRISTINE: I'm fine thank you.
18 MARSHA GIBBS: This is Marsha Gibbs, and I spoke
19 to your daughter, Lisa. She told me you were at the
20 hospital with your husband.
21 CHRISTINE: Yes, I was. Now, I'd like to know
22 exactly why she had to fax you back something today and I
23 couldn't look at it.
24 MARSHA GIBBS: I'll explain it to you. Hold on
25 just a second. Let me plug my headset in.

1 CHRISTINE: Yes.

2 MARSHA GIBBS: Do you know what -- okay. Can you
3 hear me now?

4 CHRISTINE: Yes.

5 MARSHA GIBBS: Okay. First of all, our calls are
6 monitored and recorded for quality assurance purposes. I
7 called her from my -- from the operations department, and
8 that's where I'm calling from right now.

9 We got an alert in our system from the local that
10 you were switching vendors, but the thing of it is, is that
11 there was no long distance company that was requesting them.

12 It looks very, very fishy and in essence what we were
13 thinking the way that it "inaudible" within the hour.
14 There's no long distance company. That somebody was
15 apparently trying to come in and slam your lines illegally
16 without your consent.

17 So in essence she said to me, well I can almost
18 99.9 assure you that my mother wouldn't have switched,
19 because you know she would have told me and I can tell you
20 that.

21 So the thing of it is, is when we get our alert in
22 the system from the local, because we're a noncontractual
23 company, which I'm sure you realize that --

24 CHRISTINE: What do you mean from a local?

25 MARSHA GIBBS: We got an alert in our system.

1 It's an alert that comes in our system. All -- probably
2 every long distance company has that when they can tell that
3 you're switching vendors or that there's an alert in the
4 system. It's the same principle for any -- for the same
5 thing. The reason why your account --

6 CHRISTINE: "inaudible"

7 MARSHA GIBBS: Hold -- let me address it. The
8 reason why your account was red flagged is because every
9 single solitary line was still going here with us, no
10 request from a carrier, and we had the alert in the system.

11 I was explaining to Lisa what happens with the local -- you
12 know they don't really worry about that as much as we would.

13 CHRISTINE: I'm sorry. You'll have to excuse me.
14 What do you mean by local?

15 MARSHA GIBBS: Your local, Verizon. I'm sorry.
16 Your local provider. That would --

17 CHRISTINE: Okay.

18 MARSHA GIBBS: -- be your local exchange carrier.
19 They don't worry about slamming as much as we would,
20 because they get a 20 percent bonus for that, because it
21 bills on their local telephone company's bill, when these
22 companies come in and slam you without your consent. It's
23 up to the local to collect the payment.

24 In the meantime, you know as your long distance
25 company, we get you credit. Nine times out of ten you end

1 up with downtime on your lines, and so we have to bring the
2 service back up. So what we implemented with our company is
3 so we can actually see an alert in the system so we can have
4 a chance to call the customer first to see what's going on
5 to --

6 CHRISTINE: Okay. Now --

7 MARSHA GIBBS: -- prevent anything from happening.

8 CHRISTINE: Okay. Now, this doesn't affect our
9 local service?

10 MARSHA GIBBS: Absolutely not, because we --

11 CHRISTINE: "inaudible"

12 MARSHA GIBBS: Yes, you can, ma'am. Because we
13 all -- the only thing that we ever picked up from you is
14 just your long distance service. That's your intrastate
15 calling and your interstate calling.

16 CHRISTINE: Okay.

17 MARSHA GIBBS: And your intralata. That was the
18 only things that I picked up, and the reason that I had her
19 sign that is because she said that you were at the hospital.
20 I didn't want anybody to be able to come in and disconnect
21 anything, and I am the directing manager. I'm pretty much
22 hand walking this through myself.

23 I was going to let them know at this time if
24 there's anybody that's trying to come in and move anything
25 or bill her for anything or request anything, they do not

1 have permission to do so. Because we are a noncontractual
2 company, the last letter of authorization that we got from
3 you was back in 1999, when you came on board with us as a
4 satisfaction guarantee.

5 So they're going to ask us when we go to let them
6 know that we still have authority to do this, they're going
7 to ask us if we have caller on file. So the only purpose,
8 Christine, in that letter of authorization just -- was just
9 to get a current date, update your file, it went in your
10 file, so that when we go to check it, as a technicality if
11 they ask us did you talk to the customer, which the calls
12 are monitored in its entirety so that's a verbal and you
13 have written as well. So you have no excuse to have had
14 somebody come in and bill her for anything, because you were
15 well-informed.

16 CHRISTINE: Okay. I have another question.

17 MARSHA GIBBS: Sure.

18 CHRISTINE: Why when I called, how did they answer
19 the phone at your organization there?

20 MARSHA GIBBS: Quality assurance department.

21 CHRISTINE: Okay. No, it was --

22 MARSHA GIBBS: I gave you my back line.

23 CHRISTINE: Okay. The 800 number?

24 MARSHA GIBBS: Uh-huh. That is my back line. You
25 have a direct line to me. That's the reason why, and then

1 Megan is who answered the phone. I think that was you.

2 CHRISTINE: There were several different people
3 that answered the phone.

4 MARSHA GIBBS: Yes. It's the receptionist and
5 then they -- and I told them. I put a top down in the
6 account that if you called back -- because I expected you
7 would call back or Lisa would call back, and I told them if
8 she calls, make sure you page me overhead, and then I have
9 my own personal secretary, and then she got it. I think
10 that's who you talked to.

11 I went to get off the phone and come to the phone,
12 but you had already gone. I checked my voice mail and I had
13 a hang up. Then finally, the receptionist got back through
14 to you again.

15 CHRISTINE: Okay. So now what you're telling me
16 is the truth? You got a red flag. I mean I --

17 MARSHA GIBBS: I have absolutely no reason -- and
18 you know the thing of it is, is that I don't -- I understand
19 where your concern is you know.

20 You know what? I can respect that, and so I'm --
21 I can understand how you would question it, but this is the
22 thing: I am the directing manager. I run this department.
23 I am the person that they come to, Christine, to make the
24 decisions in reference to your account.

25 CHRISTINE: Okay. Fine. As long as -- you know

1 when she told me, I said well why did you sign it.

2 MARSHA GIBBS: Yes. It's okay. Because we had
3 her, you know as a contact person, because I think she's
4 called on several things. I'll even send one over to you so
5 that you can send it back to me. You can look at what she
6 did and send it back.

7 We didn't know how long you were going to be
8 there, and I didn't want anything to happen, because the
9 last thing -- if you got a sickly family member and stuff,
10 is to look up and then stuff is going wrong with the phones.

11 CHRISTINE: Well, we did have one time where we
12 got slammed by MCI.

13 MARSHA GIBBS: See, and that's ridiculous. You
14 know --

15 CHRISTINE: We have a bill, believe it or not --
16 this was a couple years back, and we just got something from
17 a collection agency.

18 MARSHA GIBBS: That's ridiculous.

19 CHRISTINE: For fifty some dollars. I'm throwing
20 it away, because I could care less.

21 MARSHA GIBBS: I know what you mean, but you know
22 I was telling Lisa too, it's so cheesy the way they do
23 things, because it's this company out there and FCC is
24 making strives to get it corrected, but it's called holes
25 communications and what they do is they call you and they

1 give you their whole little schmeel about their network and
2 what have you, and then any polite person that was raised
3 with manners, when they tell you okay will you hold, you're
4 going to say yes. You know because that's just the way how
5 people are brought up.

6 Well when they're asking you to hold, they're
7 actually asking you to go onto their network. So, that's --

8 CHRISTINE: Well, they had a third person come on,
9 and it was just -- well, that was a nightmare. But
10 anyway --

11 MARSHA GIBBS: Well see, that's what I'm saying.
12 I don't want to have that happen, and then this is the
13 thing: We're going to be on the same page with everything
14 now, because you have me. You can call me at any point in
15 time if you need anything. I pretty much handle every
16 aspect of your account. So you know we'll remember the last
17 conversations we had and we won't have these problems
18 anymore.

19 CHRISTINE: Okay. What are the rates we're
20 getting right now? Do you have that available?

21 MARSHA GIBBS: Hold on two seconds. I'm going to
22 see if I can archive that and pull it up. Very, very, very
23 competitive rate structure. 5.9, anywhere that you call
24 within the states. 4.9 inside of the state.

25 CHRISTINE: Okay. Because I noticed sometimes I

1 have to call every few months --

2 MARSHA GIBBS: Well --

3 CHRISTINE: -- because it seems like they go up,
4 but then they lock it in for --

5 MARSHA GIBBS: You know what I did when I got off
6 the phone with Lisa? I put in to have a 12 invoice rate
7 guarantee.

8 CHRISTINE: Okay.

9 MARSHA GIBBS: Those rates. So that they do not
10 escalate. I also sent over, as a courtesy, because we
11 appreciate your business. You've been here with us for so
12 long, I sent you over \$2,000 in prepaid long distance from
13 our company up front.

14 CHRISTINE: Okay. What does -- what do you mean
15 by that?

16 MARSHA GIBBS: What I mean by that is what we do
17 is we're going to give you \$2,000 in prepaid long distance
18 from our company up front. So, you can use it to call
19 anywhere in the United States. You see what I'm saying? Or
20 any country that you want.

21 CHRISTINE: Okay. It comes off of our bill?

22 MARSHA GIBBS: No. It's prepaid from our company.
23 So you're going to get \$2,000 in prepaid calling cards.
24 It's --

25 CHRISTINE: Calling cards. I see.

1 MARSHA GIBBS: It's a debit card.

2 CHRISTINE: Okay.

3 MARSHA GIBBS: So you put in the code and then you
4 can call anywhere internationally with that. I'm sorry.
5 I'm stuttering here. Anywhere within your state. Anywhere
6 with them. Take them home and use them. I use mine to call
7 relatives I don't want to spend money to call.

8 CHRISTINE: Okay. That will be fine.

9 MARSHA GIBBS: So you can do that. I'm sorry
10 "inaudible".

11 CHRISTINE: That's okay. It was just -- you know
12 when she said I had to sign it --

13 MARSHA GIBBS: Yes.

14 CHRISTINE: -- today, it gets -- you know.

15 MARSHA GIBBS: Yes. Is he going to be okay?

16 CHRISTINE: A little eerie.

17 MARSHA GIBBS: Is he going to be okay?

18 CHRISTINE: Yes, he just had sinus surgery. Yes.
19 Okay. Now, what are your calling card rates?

20 MARSHA GIBBS: You're at our lowest, which is 15
21 cents. Fifteen anywhere with a calling card. Now the thing
22 of it is, is that you know with most companies, AT&T and
23 Sprint, it's a much higher rate on your calling card.
24 Usually it's like 45 cents.

25 CHRISTINE: Okay.

1 MARSHA GIBBS: You're at the lowest there, and
2 we're going to go ahead and lock that in for you so that
3 part of it is fine.

4 CHRISTINE: Okay.

5 MARSHA GIBBS: Then you're all fine here.

6 CHRISTINE: Okay. Very good, Marsha.

7 MARSHA GIBBS: Yes. If you have any questions or
8 you think of anything else you need, I'm sorry it took so
9 long for you to get to me.

10 CHRISTINE: Yes. I was holding for awhile.

11 MARSHA GIBBS: I'm sorry.

12 CHRISTINE: I have to go to the drugstore now.

13 MARSHA GIBBS: I'm sorry.

14 CHRISTINE: Okay. No problem.

15 MARSHA GIBBS: Okay. You have a nice night.

16 CHRISTINE: Thank you. You, too.

17 MARSHA GIBBS: Bye, bye.

18 CHRISTINE: Bye.

19 (Whereupon, the tape concluded.)

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21 //

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Attachment

L

DOCKET NO. 03-96

ATTACHMENT L

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1. CASSETTE

Attachment

M

TRANSCRIPT OF PROCEEDINGS

IVANTAGE COMMUNICATIONS)

Live Tape

(The following transcript was transcribed from an audio cassette tape provided by Federal Communications Commission to Heritage Reporting Corporation on May 2, 2003.)

Pages: 1 through 34

Date: May 2, 2003

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IVANTAGE COMMUNICATIONS)

Live Tape

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